

DOCUMENT 1

DAY 1, 1 March 2012

TIME: 11.30 am- 12.30 am

12SUB02

Seminar on Internal QA: Good Practices and Tools

A two-day seminar on internal quality assurance in tertiary education

Yerevan, 1 March 2012

Good practice IQA related to Plan-Do-Check-Act Cycle (NVAO)

Slogan: To evaluate is the easy part. To really learn and improve the permanent challenge

Part 1

Why do we have to invest in quality assurance

(ANQA accreditation manual, 15-17 December 20110

- Does the HEI have a quality ethos, together with procedures that embed that ethos, throughout the institution and in the academic programme that it offers?
- Does the HEI systematically monitor its progress towards achieving an appropriate range of quality goals and in particular, further improving the quality of the educational provision?
- Are the findings from the quality assurance procedures used to improve the quality of the education and training provision and meet the needs of the learners?
- Does the HEI monitor the effectiveness of the services provided to the learner?
- Is corrective action taken to remedy deficiencies identified by the quality assurance procedure?
- Is relevant information on institutional and academic programme quality given to stakeholders?

Shortly:

Are we doing the right things and are we doing these things good?

Do the students learn the things they have learned? In a good way?

Part 2

Good practice of Quality Assurance: The case of the systematic student assessment and evaluation, involving all stakeholders Teachers Education programme's Hogeschool van Arnhem en Nijmegen.

Questions to be answered:

- Are the findings from the QA procedures used to improve the quality of the education?
- Does the TLI monitor the effectiveness of services provided to the learner?

Part 3

Discussion

- *Are some of these practices (or similar practices) in place in your institution?*
- *Could you identify critical success factors for a fruitful implementation?*
- *Which concrete steps would you have to take to introduce some of these factors?*